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## OUR VISION

The Vision of the Jackson Hole Chamber of Commerce (The Chamber) is to provide leadership by improving the quality of life in a world-class destination renown for our vibrant economy, dynamic and welcoming community, and treasured environment.

## OUR MISSION

The Mission of the Jackson Hole Chamber of Commerce is to champion the interests of local businesses, enhance their prosperity and strengthen the year-round economic climate of Teton County.

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## MEMBERSHIP & DATABASE COORDINATOR JOB DESCRIPTION

**Classification:** Year Round/Full Time

**Reports to:** Director of Membership

**Primary Purpose:** The Chamber is a membership organization serving approximately 900 businesses and nonprofits in the Jackson Hole area and gateway communities to the national parks. Everything we do is in support of their and our community's success. The Membership & Database Coordinator works with the Director of Membership to play a critical role in serving and engaging our members, much of which includes the oversight of our Customer Relationship Management (CRM) database.

### Membership & Database Coordinator Duties:

- **Membership program functions**

Onboard members in a timely and professional manner. This includes extensive data entry so that 1) contacts receive appropriate email communications immediately, 2) members can be segmented into various targeted groups, and 3) members have their own, detailed webpage that thoroughly promotes their work. This may involve orienting new members to the online Member Portal in order to empower them in many ways.

Possible communication and cultivation with interested members, as well as outreach to current Membership. One responsibility for example is membership recognition, which consists of executing our annual holiday membership e-cards and mailings. Additional member communication may be in printed materials, emails, phone calls, and/or meetings with the Director of Membership.

Support the Director of Membership with the participation and coordination of the volunteer Membership Committee, including the execution, assessment, and reporting of an annual membership survey, as well as likely the Annual Awards selection. Create various documents that provide easily digestible information about The Chamber's membership.

- **Oversee the Chamber's CRM database**

In September, 2022 The Chamber will launch a new CRM database. We are in the process migrating data from our current database to the new one, which may extend past launch date. In addition to data cleansing, we are adding information to allow for better targeting of our membership.

The Membership & Database Coordinator will execute this transition and perform ongoing data management and entry, which will involve communications with various departments.

- **Web advertising program assistance**

Supporting the Membership Director in the management and execution of an online advertising program that consists of almost 300 individual ads. This may include updating and reviewing the tracking documents and the ad creative, as well as drafting proposed ad creative. This information lives in its own CRM. There is potential to work directly with advertisers.

- **The annual publication of Explorer Magazine travel planners**

In partnership with the Director of Membership, manage and execute the magazine's creation. This requires the coordination of a 7 person sales team, as well as collaboration with the contract publishing house regarding content and creative.

**Supervisory Duties:**

- Number of Direct Reports: 0
- Number of Total Reports: 0

**Qualifications:**

Required:

- Highly organized with exceptional attention to detail.
- Experience with database use (and ideally management).
- Ability to multi-task, work independently, and adapt to change.
- Strong interpersonal skills.

Preferred:

- Project management skills.
- Customer service experience.
- Ability to work in a fast-paced environment.

Education or Formal Training:

- Bachelor's Degree with 2 years of administrative experience.

**The Chamber of Commers is an Equal Opportunity Employer.**

**BENEFITS INCLUDE:** Adaptive Work Environment, Health/ Dental/ Vision, Generous PTO and Public Holidays, Wellness Stipend, 401K Match

**Note:** *This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. \*Employees are held accountable for all duties of this job.*

Submit a cover letter and resume to Elisabeth Rohrbach Director of Membership at [elisabeth@jacksonholechamber.com](mailto:elisabeth@jacksonholechamber.com).